

Vacancy Announcement

Announcement #	438-10160	Position	Program Support Assistant		
PayPlan	GS	Series	0303		
TargetGrade	6	Target PD		Pay Range	\$34,907-\$45,376
Dev Grade	5	Dev PD		Dev Pay Range	\$31,315-\$40,706
1st Dev Grade		1st Dev PD		1st Dev Pay Range	
Opens	05/14/10	Closes	06/04/10	Openings	1
Tour of Duty, etc	Monday-Friday; Administrative Hours				
Special Comments	This is a reannouncement. Applicants who previously applied under 438-10065 will be considered under this announcement.				
Service	Business Office				
Section	Intake				
Area/Consideration	VA, veterans and status applicants				
Duty Site	Sioux Falls, SD				
Major Duties	Incumbent serves as a Transportation Assistant/Enrollment Clerk in the Business Office Eligibility Section and is the initial contact for patients. The employee will manage the Medical Center's Beneficiary Travel Program which provides transportation at Government expense to beneficiaries and their attendants traveling to and from VA facilities and other places for the purpose of examination, treatment, or care. The employee determines eligibility for the program, processes requests, determines which fund control point to utilize, obligates funds and maintains accounting records, and reconciles and adjusts account balances. The employee investigates authorizations, orders, and/or utilizes the Computerized Patient Record System (CPRS) to review medical records, forwards for supervisory approval and submits all documents for payment. Prepares appropriate documentation and/or scheduling for traveler according to government rates or substantial rates. Makes special arrangement per physician documentation according to traveler's medical condition and/or preference. Secures				

reservations and tickets from carriers. Forwards correspondence to receiving facilities travel department and/or physician via itinerary or stated preferences with destination and time. Maintains communication with receiving facilities regarding beneficiaries return travel arrangements. Reviews requests for reimbursement of travel costs. Incumbent will assist veterans in person, by mail or by telephone with processing applications for applying to VA's health care system obtaining financial information and medical health insurance coverage data so veterans are assigned to the proper priority in order to recover co-payments. Incumbent will coordinate decisions on legal eligibility for hospitalization, nursing home care, and associated health benefits for veteran applicants. Incumbent will determine eligibility from veteran's discharge/separation papers, and computer inquiries from appropriate systems. Incumbent may communicate with Veterans Service Center if a veteran has no identification and has an established file at the Veterans Service Center. Incumbent will exercise care so all pertinent factors are considered in determining eligibility and priority for treatment as the decision made determines legal acceptance or rejection of the application for care. Incumbent must possess quality customer service skills to deal effectively with veterans who are elderly, seriously ill or confused; as necessary communicate with family members, friends, service organizations or other sources; respond to inquiries from physicians, service, officers and general public regarding eligibility requirements. Incumbent may coordinate examinations at other specialized VA facilities and conduct follow up calls. Incumbent should possess knowledge of medical terminology and knowledge of typewriter, personal computer, adding machine, copy machines, intercoms, Veterans Health Administration Information Systems Technology Architecture (VISTA). Incumbent should be familiar with the contents of the Consolidated Health Records and Claims File. The work is performed in an area of great activity; i.e., medical emergencies, interruptions by the public, veterans, professional and administrative staff, etc. The physical demands of the position require much standing, walking and carrying items such as manuals, collections of documents, and medical records. Incumbent must be able to work under pressure and during emergency situations

Time In Grade

Qualifications

GS-5: Applicant must possess one year specialized experience equivalent to the GS-4 grade level or four years of higher level education beyond high school.

GS-6: Applicant must possess one year specialized experience equivalent to the GS-5 grade level.

Specialized experience: Experience that has equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position and is typically in or related to the position to be filled. Experience may have been gained in positions such as Patient Services Assistant, Program Clerk in a medical/clinical setting or a Medical Clerk, Medical Records Technician, Medical Clerk.

The complete OPM Qualifications Standard Handbook defining specialized experience as well as the provisions to substitute education for experience is available for review in the Human Resources Management Service.

Rating Factors

KSAO #1: Knowledge of Business Office/Eligibility programs to extract pertinent information from medical and administrative records.

KSAO #2: Knowledge of VA eligibility regulations to assess veteran's eligibility for benefits.

KSAO #3: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #4: Ability to organize office clerical procedures to ensure proper work flow including maintaining schedules and controlling reporting systems. This includes the ability to work under stressful conditions and the ability to complete tasks in a timely manner and independently without direct supervision.

KSAO #5: Ability to interpret and access requests for information according to the restrictions of the Freedom of Information/Privacy Act.

KSAO #6: Knowledge and ability to operate and correctly perform operations on the Veterans Health Administration Information Systems Technology Architecture (VISTA) and personal computer programs to enter and extract pertinent information from medical and administrative records.

Application Process Internal applicants should submit an application package which includes:

- OF 612, "Optional Application for Federal Employment" and/or resume
- Rating Factor (KSA) narrative. Failure to provide this information will deem the applicant ineligible for consideration for the position.

The application package to be received no later than the closing date of the vacancy announcement. Mail application packages to: VA Medical Center, Human Resources Office (05F), 2501 West 22nd Street, Sioux Falls, SD 57105.

NOTE: OF-612 "Optional Application for Federal Employment" and OF-306 "Declaration for Federal Employment, may be obtained through the Human Resources Office or from www.sioxfalls.va.gov or coleen.wright@va.gov 605-336-3230 ext 6429.

ENGLISH LANGUAGE PROFICIENCY: Appointees to direct patient care positions must be proficient in spoken and written English as required by 38 U.S.C. 7402(d) and 7407(d).

DRUG TESTING: All applicant(s) tentatively selected for Department of Veterans Affairs (VA) employment in a Testing Designated Position (TDP) are subject to urinalysis to screen for illegal drug use prior to appointment. Applicant(s) who refuse to be tested will be denied employment with VA.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is

made and during in processing.